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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Patrick Stamm; Jocelyn L. Littleton;  
Michelle Frink

Serial No.: 10/643,353      Group Art Unit: 3623

Filed: August 19, 2003      Docket: 60027.0199USU1/BS#030095

Title: CUSTOMER FEEDBACK METHOD AND SYSTEM

**CERTIFICATE UNDER 37 CFR 1.8:**

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450 on May 19, 2006.

By: Devon K. Grant

Name: Devon K. Grant

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450



Sir:

We are transmitting herewith the attached:

- ☒ Transmittal Sheet in duplicate containing Certificate of Mailing
- ☒ Amendment, Petition and Fee To Correct Inventorship In Nonprovisional Application (37 CFR 1.48(a))
- ☒ Statement of Jocelyn L. Littleton
- ☒ Statement of Michelle Frink
- ☒ Signed Combined Declaration and Power of Attorney
- ☒ Assent of Assignee to Correction and Addition of Inventors
- ☒ Certificate Under 37 CFR 3.73(b)
- ☒ Recorded Assignment of Patrick Stamm
- ☒ Assignment executed by Jocelyn L. Littleton and Michelle Frink
- ☒ Other: Authorization to charge Deposit Account No. 13-2725 in the amount of \$130.00 for Correction of Inventorship
- ☒ Return postcard

Please consider this a PETITION FOR EXTENSION OF TIME for a sufficient number of months to enter these papers or any future reply, if appropriate. Please charge any additional fees or credit overpayment to Deposit Account No. 13-2725. A duplicate of this sheet is enclosed.

Merchant & Gould P.C.  
P.O. Box 2903  
Minneapolis, MN 55402-0903  
404.954.5100

By: Devon K. Grant

Name: Devon K. Grant

Reg. No.: 57,036

DKG



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Patrick Stamm; Jocelyn L. Art 3623  
Littleton; Michelle Frink Unit:  
Serial No.: 10/643,353 Docket: 60027.0199USU1/BS# 030095  
Filed: August 19, 2003  
Title: Customer Feedback Method and System

CERTIFICATE UNDER 37 CFR 1.8:

The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service, as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on May 19, 2006.

By: 

Devon K. Grant

AMENDMENT, PETITION AND FEE TO CORRECT INVENTORSHIP IN  
NONPROVISIONAL APPLICATION (37 CFR 1.48(a))

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22131-1450

05/24/2006 NNGUYEN1 00000049 132725 10643353  
01 FC:1464 130.00 DA

Dear Sir:

This amendment and petition is to correct the incorrect original naming of inventors in the declaration under 37 CFR 1.48(a) as set forth and filed on August 19, 2003.

Please add the following previously unnamed persons as inventors of this application:

**Jocelyn L. Littleton, Michelle Frink.**

Attached are the following documents in support of the correction of inventorship:

- (1) Statement from Jocelyn L. Littleton that the error in inventorship occurred without deceptive intention on her part. 37 CFR 1.48(a)(2);
- (2) Statement from Michelle Frink that the error in inventorship occurred without deceptive intention on her part. 37 CFR 1.48(a)(2);

- (3) A declaration executed by each of the inventors as required by 37 CFR 1.63 and 37CFR 1.48(a)(3); and
- (4) Assent of Assignee and a Certificate Under 37 CFR 3.73(b). 37 CFR 1.48(a)(5).

After the correction of inventorship, the following should be named as joint inventors for the above-identified patent application:

Patrick Stamm,  
Michelle Frink, and  
Jocelyn L. Littleton

Please charge \$130 as required by 37 CFR 1.17(i) to cover the processing fee as required by 37 CFR 1.48(a)(4) and any additional fees or credit overpayment to Deposit Account No. 13-2725.

Respectfully submitted,

MERCHANT & GOULD



Devon K. Grant  
Reg. No. 57,036

Date: May 19, 2006

Merchant & Gould  
P.O. Box 2903  
Minneapolis, Minnesota 55402-0903  
Telephone: 404.954.5100

**39262**

PATENT TRADEMARK OFFICE



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Patrick Stamm; Jocelyn L. Littleton; Michelle Frink  
Docket: 60027.0199USU1/BS# 030095  
Serial No.: 10/643,353 Art Unit: 3623  
Filed: August 19, 2003  
Title: Customer Feedback Method and System

STATEMENT OF JOCELYN L. LITTLETON

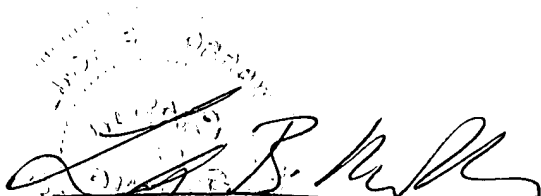
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

I, **Jocelyn L. Littleton**, hereby consent to the addition of my name as an inventor on the referenced patent application. The error in inventorship occurred without deceptive intention on my part. 37 CFR 1.48(a)(2).

  
Jocelyn L. Littleton

Date: 5/4/06, 2006

  
Notary Public  
Maryland



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Patrick Stamm; Jocelyn L. Littleton; Michelle Frink  
Docket: 60027.0199USU1/BS# 030095  
Serial No.: 10/643,353 Art Unit: 3623  
Filed: August 19, 2003  
Title: Customer Feedback Method and System

STATEMENT OF MICHELLE FRINK

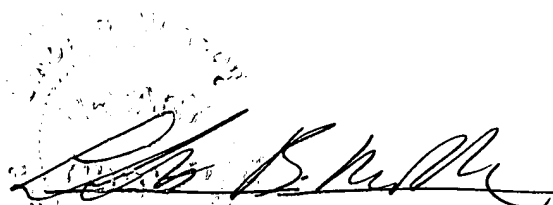
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

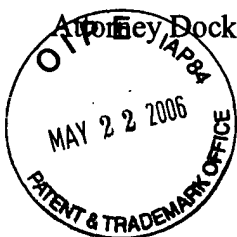
Dear Sir:

I, **Michelle Frink**, hereby consent to the addition of my name as an inventor on the referenced patent application. The error in inventorship occurred without deceptive intention on my part. 37 CFR 1.48(a)(2).

  
Michelle Frink

Date: , 2006

  
Notary



Attorney Docket No. 60027.0199USU1/BS#030095

MERCHANT & GOULD P.C.

United States Patent Application

COMBINED DECLARATION AND POWER OF ATTORNEY

As a below named inventor I hereby declare that: my residence, post office address and citizenship are as stated below next to my name; that

I verily believe I am the original, first and sole inventor (if only one name is listed below) or a joint inventor (if plural inventors are named below), along with Patrick Stamm, whose declaration and power of attorney is of record in the application identified herein, of the subject matter which is claimed and for which a patent is sought on the invention entitled: **CUSTOMER FEEDBACK METHOD AND SYSTEM.**

The specification of which

- a. ☐ is attached hereto  
b. ☒ was filed on **August 19, 2003** as application serial no. **10/643,353** and was amended on (if applicable) (in the case of a PCT-filed application) described and claimed in international no. filed and as amended on (if any), which I have reviewed and for which I solicit a United States patent.

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

I hereby claim foreign priority benefits under Title 35, United States Code, § 119/365 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on the basis of which priority is claimed:

- a. ☒ no such applications have been filed.  
b. ☐ such applications have been filed as follows:

FOREIGN APPLICATION(S), IF ANY, CLAIMING PRIORITY UNDER 35 USC § 119			
COUNTRY	APPLICATION NUMBER	DATE OF FILING (day, month, year)	DATE OF ISSUE (day, month, year)
N/A			
ALL FOREIGN APPLICATION(S), IF ANY, FILED BEFORE THE PRIORITY APPLICATION(S)			
COUNTRY	APPLICATION NUMBER	DATE OF FILING (day, month, year)	DATE OF ISSUE (day, month, year)
N/A			

I hereby claim the benefit under Title 35, United States Code, § 120/365 of any United States and PCT international application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, § 112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, § 1.56(a) which occurred between the filing date of the prior application and the national or PCT international filing date of this application.

U.S. APPLICATION NUMBER	DATE OF FILING (day, month, year)	STATUS (patented, pending, abandoned)

I hereby claim the benefit under Title 35, United States Code § 119(e) of any United States provisional application(s) listed below:

U.S. PROVISIONAL APPLICATION NUMBER	DATE OF FILING (Day, Month, Year)
60/450,641	February 28, 2003

I acknowledge the duty to disclose information that is material to the patentability of this application in accordance with Title 37, Code of Federal Regulations, § 1.56 (reprinted below):

**§ 1.56 Duty to disclose information material to patentability.**

(a) A patent by its very nature is affected with a public interest. The public interest is best served, and the most effective patent examination occurs when, at the time an application is being examined, the Office is aware of and evaluates the teachings of all information material to patentability. Each individual associated with the filing and prosecution of a patent application has a duty of candor and good faith in dealing with the Office, which includes a duty to disclose to the Office all information known to that individual to be material to patentability as defined in this section. The duty to disclose information exists with respect to each pending claim until the claim is canceled or withdrawn from consideration, or the application becomes abandoned. Information material to the patentability of a claim that is canceled or withdrawn from consideration need not be submitted if the information is not material to the patentability of any claim remaining under consideration in the application. There is no duty to submit information which is not material to the patentability of any existing claim. The duty to disclose all information known to be material to patentability is deemed to be satisfied if all information known to be material to patentability of any claim issued in a patent was cited by the Office or submitted to the Office in the manner prescribed by §§ 1.97(b)-(d) and 1.98. However, no patent will be granted on an application in connection with which fraud on the Office was practiced or attempted or the duty of disclosure was violated through bad faith or intentional misconduct. The Office encourages applicants to carefully examine:

(1) prior art cited in search reports of a foreign patent office in a counterpart application, and

(2) the closest information over which individuals associated with the filing or prosecution of a patent application believe any pending claim patentably defines, to make sure that any material information contained therein is disclosed to the Office.

(b) Under this section, information is material to patentability when it is not cumulative to information already of record or being made of record in the application, and

(1) It establishes, by itself or in combination with other information, a prima facie case of unpatentability of a claim;

or

(2) It refutes, or is inconsistent with, a position the applicant takes in:

(i) Opposing an argument of unpatentability relied on by the Office, or

(ii) Asserting an argument of patentability.

A prima facie case of unpatentability is established when the information compels a conclusion that a claim is unpatentable under the preponderance of evidence, burden-of-proof standard, giving each term in the claim its broadest reasonable construction consistent with the specification, and before any consideration is given to evidence which may be submitted in an attempt to establish a contrary conclusion of patentability.

(c) Individuals associated with the filing or prosecution of a patent application within the meaning of this section are:

(1) Each inventor named in the application:

(2) Each attorney or agent who prepares or prosecutes the application; and

(3) Every other person who is substantively involved in the preparation or prosecution of the application and who is associated with the inventor, with the assignee or with anyone to whom there is an obligation to assign the application.

(d) Individuals other than the attorney, agent or inventor may comply with this section by disclosing information to the attorney, agent, or inventor.

(e) In any continuation-in-part application, the duty under this section includes the duty to disclose to the Office all information known to the person to be material to patentability, as defined in paragraph (b) of this section, which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

I hereby appoint the attorney(s) and/or patent agent(s) associated with the following customer number to prosecute this application and to transact all business in the Patent and Trademark Office connected herewith.



I hereby authorize them to act and rely on instructions from and communicate directly with the person/assignee/attorney/firm/ organization who/which first sends/sent this case to them and by whom/which I hereby declare that I have consented after full disclosure to be represented unless/until I instruct Merchant & Gould P.C. to the contrary.

I understand that the execution of this document, and the grant of a power of attorney, does not in itself establish an attorney-client relationship between the undersigned and the law firm Merchant & Gould P.C., or any of its attorneys.

Please direct all correspondence in this case to customer number 39262.



I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

2	<b>Full Name Of Inventor</b>	<b>Family Name</b> Littleton	<b>First Given Name</b> Jocelyn	<b>Second Given Name</b> L.
0	<b>Residence &amp; Citizenship</b>	<b>City</b> Atlanta	<b>State or Foreign Country</b> Georgia	<b>Country of Citizenship</b> USA
1	<b>Mailing Address</b>	<b>Address</b> 1610 Wingate Way	<b>City</b> Atlanta	<b>State &amp; Zip Code/Country</b> Georgia 30350 / USA
Signature of Inventor 201: <i>Jocelyn L. Littleton</i>			Date: <i>4/19/06</i>	
2	<b>Full Name Of Inventor</b>	<b>Family Name</b> Frink	<b>First Given Name</b> Michelle	<b>Second Given Name</b>
0	<b>Residence &amp; Citizenship</b>	<b>City</b> Lawrenceville	<b>State or Foreign Country</b> Georgia	<b>Country of Citizenship</b> USA
2	<b>Mailing Address</b>	<b>Address</b> 1010 Bonaventure Way	<b>City</b> Lawrenceville	<b>State &amp; Zip Code/Country</b> Georgia 30044 / USA
Signature of Inventor 202: <i>Michelle Frink</i>			Date: <i>04/19/06</i>	

*L. B. Perry*  
notary



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Patrick Stamm; Jocelyn L. Littleton;  
Michelle Frink Art Unit: 3623

Serial No.: 10/643,353 Docket: 60027.0199USU1/BS# 030095

Filed: August 19, 2003

Title: Customer Feedback Method and System

**ASSENT OF ASSIGNEE TO CORRECTION  
AND ADDITION OF INVENTORS**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

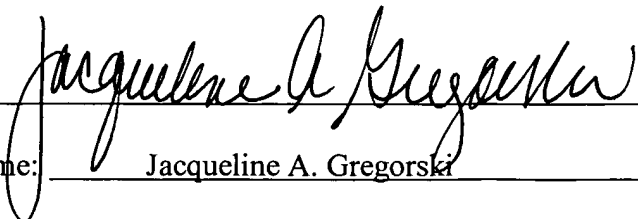
Dear Sir:

Pursuant to 37 CFR 1.48(a)(5), Assignee, BellSouth Intellectual Property Corporation, hereby consents to the correction of inventorship to add addition of **Jocelyn L. Littleton** and **Michelle Frink** as joint inventors.

An assignment of the invention naming the inventor as originally filed was recorded in the U.S. Patent and Trademark Office on **August 19, 2003**, at **Reel 014416, Frame 0176**. A Statement Under 37 CFR 3.73(b) is attached.

A new assignment and PTO-1595 for the newly-added inventors, **Jocelyn L. Littleton** and **Michelle Frink**, is being filed with the U.S. Patent Office concurrently herewith.

BELLSOUTH INTELLECTUAL  
PROPERTY CORPORATION

  
Name: Jacqueline A. Gregorski

Title: Vice President – Patent and Trademark Procurement



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Patrick Stamm; Jocelyn L. Littleton; Michelle Frink      Docket: 60027.0199USU1/BS# 030095

Serial No.: 10/643,353      Art Unit: 3623

Filed: August 19, 2003

Title: Customer Feedback and Method and System

**CERTIFICATE UNDER 37 C.F.R. § 3.73(b)**

BellSouth Intellectual Property Corporation, a corporation organized and existing under the laws of the State of Delaware, having a place of business at 824 Market Street, Suite 901, Wilmington, Delaware 19801, certifies that it is the assignee of the entire right, title and interest in the patent application identified above by virtue of either:

- A.    1.    An assignment from the inventor, Patrick Stamm, of the patent application identified above. The assignment was recorded in the Patent and Trademark Office on **August 19, 2003**, at **Reel 014416, Frame 0176**, or for which a copy is attached.
2.    An assignment, a copy of which is attached, from the inventors, Michelle Frink and Jocelyn L. Littleton, of the patent application identified above.

The undersigned (whose title is supplied below) is empowered to act on behalf of the assignee.

I hereby declare that all statements made herein of my own knowledge are true, and that all statements made on information and belief are believed to be true; and further, that these statements are made with the knowledge that willful false statements, and the like so made, are punishable by fine or imprisonment, or both, under Section 1001, Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

Date: \_\_\_\_\_

4-19-2006

By: \_\_\_\_\_

Name: \_\_\_\_\_

Jacqueline A. Gregorski

Title: \_\_\_\_\_

Vice President – Patent and Trademark Procurement



**UNITED STATES PATENT AND TRADEMARK OFFICE**

UNDER SECRETARY OF COMMERCE FOR INTELLECTUAL PROPERTY AND  
DIRECTOR OF THE UNITED STATES PATENT AND TRADEMARK OFFICE

MARCH 15, 2004

PTAS



\*102536077A\*

MERCHANT & GOULD P.C.  
CHRISTOPHER J. LEONARD, ESQ.  
P.O. BOX 2903  
MINNEAPOLIS, MN 55402-0903

**UNITED STATES PATENT AND TRADEMARK OFFICE  
NOTICE OF RECORDATION OF ASSIGNMENT DOCUMENT**

THE ENCLOSED DOCUMENT HAS BEEN RECORDED BY THE ASSIGNMENT DIVISION OF THE U.S. PATENT AND TRADEMARK OFFICE. A COMPLETE MICROFILM COPY IS AVAILABLE AT THE ASSIGNMENT SEARCH ROOM ON THE REEL AND FRAME NUMBER REFERENCED BELOW.

PLEASE REVIEW ALL INFORMATION CONTAINED ON THIS NOTICE. THE INFORMATION CONTAINED ON THIS RECORDATION NOTICE REFLECTS THE DATA PRESENT IN THE PATENT AND TRADEMARK ASSIGNMENT SYSTEM. IF YOU SHOULD FIND ANY ERRORS OR HAVE QUESTIONS CONCERNING THIS NOTICE, YOU MAY CONTACT THE EMPLOYEE WHOSE NAME APPEARS ON THIS NOTICE AT 703-308-9723. PLEASE SEND REQUEST FOR CORRECTION TO: U.S. PATENT AND TRADEMARK OFFICE, ASSIGNMENT DIVISION, BOX ASSIGNMENTS, CG-4, 1213 JEFFERSON DAVIS HWY, SUITE 320, WASHINGTON, D.C. 20231.

RECORDATION DATE: 08/19/2003

REEL/FRAME: 014416/0176  
NUMBER OF PAGES: 3

BRIEF: ASSIGNMENT OF ASSIGNOR'S INTEREST (SEE DOCUMENT FOR DETAILS).

ASSIGNOR:

STAMM, PATRICK

DOC DATE: 08/05/2003

ASSIGNEE:

BELLSOUTH INTELLECTUAL PROPERTY  
CORPORATION  
SUITE 901, 824 MARKET STREET  
WILMINGTON, DELAWARE 19801

SERIAL NUMBER: 10643353

PATENT NUMBER:

FILING DATE:

ISSUE DATE:

9

RL

014416/0176 PAGE 2

PAULA MCCRAY, EXAMINER  
ASSIGNMENT DIVISION  
OFFICE OF PUBLIC RECORDS



08-27-2003



102536077

3T

U.S. DEPARTMENT OF COMMERCE  
Patent and Trademark Office

To the Commissioner of Patents and Trademarks: Please record the attached original documents or copy thereof.

1. Name of conveying party(ies):

Patrick Stamm

ARD  
8-19-03

2. Name and address of receiving party(ies):

BellSouth Intellectual Property Corporation  
Suite 901, 824 Market Street  
Wilmington, Delaware 19801

Additional name(s) of conveying party(ies) attached? ☐ Yes ☒ No

Additional name(s) & address(es) attached? ☐ Yes ☒ No

3. Nature of conveyance:

- ☒ Assignment ☐ Merger  
☐ Security Agreement ☐ Change of Name  
☐ Other:

Execution Date: August 5, 2003

4. Application number(s) or patent number(s):

If this document is being filed together with a new application, the execution date of the application is: August 5, 2003

A. Patent Application No.(s)

10643353

B. Patent No.(s)

Additional numbers attached? ☐ Yes ☒ No

5. Name and address of party to whom correspondence concerning document should be mailed:

Name: Christopher J. Leonard, Esq.  
Address: Merchant & Gould P.C. Customer No. 23552  
P. O. Box 2903  
Minneapolis, Minnesota 55402-0903  
404.954.5100

6. Total number of applications and patents involved: 1

7. Total fee (37 CFR 3.41): \$40.00  
☐ Enclosed  
☒ Authorized to be charged to deposit account

8. Please charge any additional fees or credit any overpayments to our Deposit account number: 13-2725

DO NOT USE THIS SPACE

9. Statement and signature:

To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document.

Christopher J. Leonard  
Name of Person Signing

Signature

August 19, 2003  
Date

Total number of pages including cover sheet, attachments, and document: 3

Do not detach this portion

Mail documents to be recorded with required cover sheet information to:

Mail Stop Assignment Recordation Services  
Director - U.S. Patent and Trademark Office  
P.O. Box 1450  
Alexandria, VA 22313-1450

Public burden reporting for this sample cover sheet is estimated to average about 30 minutes per document to be recorded, including time for reviewing the document and gathering the data needed, and completing and reviewing the sample cover sheet. Send comments regarding this burden estimate to the U.S. Patent and Trademark Office, Office of information systems, PK2-1000C, Washington, D.C. 20231, and to the Office of Management and Budget, Paperwork Reduction Project (0651-0011), Washington, D.C. 20503.

08/25/2003 ECOOPER 00000033 132725 10643353  
01 FC:8021 40.00 BA



**ASSIGNMENT**

WHEREAS, I, Patrick Stamm, residing at 4045 Canterbury Walk, Duluth, Georgia 30097, am the sole inventor of an invention entitled "Customer Feedback Method and System," as described and claimed in the specification forming part of an application for United States letters patent executed herewith.

AND WHEREAS, BellSouth Intellectual Property Corporation, a corporation organized and existing under and by virtue of the laws of the State of Delaware, and having an office and place of business at Suite 901, 824 Market Street, Wilmington, Delaware 19801 (hereinafter "Assignee") is desirous of acquiring the entire right, title and interest in and to said inventions, improvements and application and in and to the Letters Patent to be obtained therefor;

NOW THEREFORE, to all whom it may concern, be it known that for good and valuable consideration, the receipt and sufficiency whereof is hereby acknowledged, I have sold, assigned, and transferred, and by these presents do sell, assign and transfer unto said Assignee, its successors or assigns, the entire right, title and interest for all countries in and to all inventions and improvements disclosed in the aforesaid application, and in and to the application, all divisions, continuations, or renewals thereof, all Letters Patent which may be granted therefrom, and all reissues or extensions of such patents, and in and to any and all applications which have been or shall be filed in any foreign countries for Letters Patent on the inventions and improvements, including an assignment of all rights under the provisions of the International Convention, and all Letters Patent of foreign countries which may be granted therefrom; and I do hereby authorize and request the Commissioner of Patents and Trademarks to issue any and all United States Letters Patent for the aforesaid inventions and improvements to the Assignee as the assignee of the entire right, title and interest in and to the same, for the use of the Assignee, its successors and assigns.

AND, for the consideration aforesaid, I do hereby agree that I and my executors and legal representatives will make, execute and deliver any and all other instruments in writing including any and all further application papers, affidavits, assignments and other documents, and will communicate to said Assignee, its successors and representatives all facts known to us relating to said improvements and the history thereof and will testify in all legal proceedings and generally do all things which may be necessary or desirable more effectually to secure to and vest in said Assignee, its successors or assigns the entire right, title and interest in and to the improvements, inventions, applications, Letters Patent, rights, titles, benefits, privileges and advantages hereby sold, assigned and conveyed, or intended so to be.



IN TESTIMONY WHEREOF, I have hereunto set my hand this 5 day of August, 2003.

STATE OF \_\_\_\_\_ )  
 ) ss.  
COUNTY OF \_\_\_\_\_ )

Page 2 of 2

### ASSIGNMENT

WHEREAS, we, **Jocelyn L. Littleton**, residing at 1610 Wingate Way, Atlanta, GA 30350, USA, and **Michelle Frink**, residing at 1010 Bonaventure Way, Lawrenceville, GA 30044, USA, along with **Patrick Stamm**, are joint inventors of an invention entitled "**Customer Feedback Method and System**," as described and claimed in the specification forming part of an application for United States letters patent filed on August 19, 2003, Application No. 10/643,353.

AND WHEREAS, BellSouth Intellectual Property Corporation, a corporation organized and existing under and by virtue of the laws of the State of Delaware, and having an office and place of business at Suite 901, 824 Market Street, Wilmington, Delaware 19801 (hereinafter "Assignee") is desirous of acquiring the entire right, title and interest in and to said inventions, improvements and application and in and to the Letters Patent to be obtained therefor;

NOW THEREFORE, to all whom it may concern, be it known that for good and valuable consideration, the receipt and sufficiency whereof is hereby acknowledged, we have sold, assigned, and transferred, and by these presents do sell, assign and transfer unto said Assignee, its successors or assigns, our entire right, title and interest for all countries in and to all inventions and improvements disclosed in the aforesaid application, and in and to the application, all divisions, continuations, or renewals thereof, all Letters Patent which may be granted therefrom, and all reissues or extensions of such patents, and in and to any and all applications which have been or shall be filed in any foreign countries for Letters Patent on the inventions and improvements, including an assignment of all rights under the provisions of the International Convention, and all Letters Patent of foreign countries which may be granted therefrom; and we do hereby authorize and request the Commissioner of Patents and Trademarks to issue any and all United States Letters Patent for the aforesaid inventions and improvements to the Assignee as the assignee of the entire right, title and interest in and to the same, for the use of the Assignee, its successors and assigns.

AND, for the consideration aforesaid, we do hereby agree that we and our executors and legal representatives will make, execute and deliver any and all other instruments in writing including any and all further application papers, affidavits, assignments and other documents, and will communicate to said Assignee, its successors and representatives all facts known to us relating to said improvements and the history thereof and will testify in all legal proceedings and generally do all things which may be necessary or desirable more effectually to secure to and vest in said Assignee, its successors or assigns the entire right, title and interest in and to the improvements, inventions, applications, Letters Patent, rights, titles, benefits, privileges and advantages hereby sold, assigned and conveyed, or intended so to be.

AND, furthermore we covenant and agree with said Assignee, its successors and assigns, that no assignment, grant, mortgage, license or other agreement affecting the rights and property herein conveyed has been made to others by us and that full right to convey the same as herein expressed is possessed by us.

May IN TESTIMONY WHEREOF, I have hereunto set my hand this 4<sup>th</sup> day of May, 2006.

Joycelyn L. Littleton  
Joycelyn L. Littleton

STATE OF Georgia )  
COUNTY OF Cobb ) ss.

On this 4 day of May, 2006, before me personally appeared Joycelyn L. Littleton to me known and known to me to be the person described in and who executed the foregoing instrument, and she duly acknowledged to me that she executed the same for the uses and purposes therein set forth.

[SEAL]

Leah B. Pullen  
Notary Public

May IN TESTIMONY WHEREOF, I have hereunto set my hand this 4<sup>th</sup> day of May, 2006.

Michelle Frink  
Michelle Frink

STATE OF Georgia )  
COUNTY OF Cobb ) ss.

On this 4 day of May, 2006, before me personally appeared Michelle Frink to me known and known to me to be the person described in and who executed the foregoing instrument, and she duly acknowledged to me that she executed the same for the uses and purposes therein set forth.

[SEAL]

[Signature]  
Notary Public